Misbehaving by aircraft staff

155. SHRI ABU ASIM AZMI: Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether it is a fact that air passengers are misbehaved with by the aircraft staff and treated like cattle;

(b) if so, whether it is also a fact that such a matter happened recently on a SpiceJet Delhi-Bangkok flight;

(c) if so, the steps taken/being taken against the concerned staff to provide the required safety to the passengers; and

(d) if so, the details thereof and if not, the reasons therefor?

THE MINISTER OF STATE OF THE MINISTRY OF CIVIL AVIATION (SHRI PRAFUL PATEL): (a) The Government has not received such complaints. Complaints of airlines are received from passengers regarding missing/lost baggage, refund of tickets in case of delays/cancellations, denial of facilities like wheel chair, meals/snacks in case of delayed flights, etc.

All the airlines have been advised that they should display on their respective websites various facilities offered to the passengers, both free and chargeable, in a conspicuous manner so that passengers are aware of these before booking air tickets.

(b) to (d) At present, Spicejet is operating scheduled services in the domestic sector only.

Monitoring Committee for vanished companies

†156. SHRI JAI PARKASH AGGARWAL: Will the Minister of COMPANY AFFAIRS be pleased to state:

(a) whether a Central Coordination and Monitoring Committee has been constituted for investigation into the cases of vanished companies and their operators and for supervision of progress about action taken against them;

(b) if so, the number of such companies and their operators against whom action has been taken so far; and

†Original notice of the question was received in Hindi.